Product Number: 4217.11.15

ARCHIVES - VERSATILE

Effective Date: July 1, 2014
Revision Date: June 30, 2015
Version: 001
Product Manager: Elizabeth Perkes
     Phone: 801.531.3852
     E-mail: eperkes@utah.gov

Versatile is a commercial software product used by the Archives for its State Records Center functions. The product is used for inventory control, and tracks both boxes and files within the warehouse used by the Records Center and the permanent collection housed at the Archives. This system assists us in knowing the precise shelf location of items, and also how many shelf locations are empty and available for use. The system also identifies some minimal box content information, such as folder ranges, and calculates the disposition date of boxes based upon information it receives from the APPX system. When a box is ready to be destroyed, this system is used to generate the associated paperwork, such as permission letters and pick lists. If a box is requested to be held for a length of time after it has met its disposition date, the held status is tracked by this system and the box will not be destroyed until the hold is released.

The hours of support required for Versatile are listed below.

Application	Support Hours	Days of Week
Versatile	Business Hours	Monday - Friday

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Box and folder inventory control	Identifies each box at the Records Center, provides a unique number for the box, ties the box to a record series, and also uses numbers assigned by the agency that created the records. The system identifies where each box is located, plus its status of inactive or destroyed. Some records are also identified at the file level, particularly when a box contains microfilm.
Space management	Identifies all shelving units, space available and those currently in use.

| Disposition control | Calculates box disposition dates from APPX retention data, produces reports used for sending to agencies for permission to destroy, and tracks the disposition status of each box, including records held from destruction temporarily. |
| Web interface | The software includes a web interface for users to do box searches. This feature is not used frequently. |

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
N/A	

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Oracle Support	Oracle Consulting	See DTS Approved Rate
Oracle Storage	Storage at 0-2 GB or Oracle Space	$68.00/for 1 GB/Mo
Storage	Storage	0.2386/GB/Mo

ORDERING AND PROVISIONING

Not applicable

DTS RESPONSIBILITIES

DTS is responsible for:
- Maintaining the Oracle database.
- Update server network connections as necessary.
- Hosting the application server

AGENCY RESPONSIBILITIES

The Agency is responsible for:
- Providing full support for the application. All enhancements and maintenance are the responsibility of the Division of Archives.

DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:
Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at http://dts.utah.gov/metrics.

Metric Description	Target
System Availability	This application is vendor supported. All application functionality will be the responsibility of Archives and the vendor. From a hosting perspective any portion of the system that is supported by DTS will be available 24 / 7 x 365. It will be supported by DTS during normal Archives business hours Monday through Friday. We are striving for 99% availability during the supported hours. This will allow for unplanned down time due to unforeseen events.

Resolution Time:
Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/metrics.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/metrics.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/metrics.

Metric Description	Target
First Contact Resolution	**65% of all incidents reported resolved on initial contact**

Customer Satisfaction Surveys and Reporting:
All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/metrics.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied